Details | Job ID : 421

Title : Desktop Architect I

Salary : $2,863.00 (Monthly)

Tenured : YES

Job Code : 1132

Grade : 11

Job Departments

- Technology Services

Purpose

RESPONSIBLE FOR PROVIDING HIGH LEVEL TECHNICAL ASSISTANCE TO COMPUTER AND/OR NETWORK USERS IN THE DEVELOPMENT AND/OR IMPLEMENTATION OF SECURE, STABLE DESKTOP ENVIRONMENTS FOR WORKSTATIONS AND THIN CLIENT DEVICES AND TO PROVIDE MONITORING AND HIGH LEVEL MAINTENANCE FOR THESE ENVIRONMENTS.

Required Qualifications

Education : 4 Year College Degree

Education Substitute : Experience for Degree @ 1:1

Experience : 4 Years of Related Experience

Job Required Knowledge

- DESKTOP OPERATING SYSTEMS
- 4 YEARS OF EXPERIENCE MUST BE IN A COMPUTER RELATED FIELD

Job Skills/Abilities

- VALID DRIVER'S LICENSE
- LIFT AND CARRY AT LEAST 50 POUNDS

Job Duties

- PROVIDE TECHNICAL ASSISTANCE TO PROGRAMMER ANALYSTS AND CUSTOMER SERVICE PERSONNEL IN THE DEVELOPMENT, APPLICATION AND INSTALLATION OF HARDWARE/SOFTWARE SYSTEMS
- ANALYZE REQUESTS AND WORK WITH TEAM MEMBERS IN DEVELOPING OR MODIFYING EXISTING DESKTOP ENVIRONMENTS
- INSTALL AND MAINTAIN DESKTOP OPERATING SYSTEMS
- MAINTAIN THIN CLIENT DESKTOP ENVIRONMENTS
- INSTALL AND TROUBLESHOOT HARDWARE
- MONITOR SERVICES AND PERFORMANCE FOR PROPER OPERATION
- CREATE AND MAINTAIN MASTER IMAGES FOR ALL THE DESKTOP ENVIRONMENTS
- MAINTAIN DETAILED PROCESS DOCUMENTATION
- ADMINISTRATION OF MACHINE RESOURCES, BACKUPS, ANTI-MALWARE PRODUCTS, AND THIRD PARTY APPLICATIONS
- TEST SOFTWARE AND HARDWARE PRODUCTS
- MAINTAIN RECOMMENDED DESKTOP HARDWARE REQUIREMENTS
- ASSIST IN THE SELECTION OF NEW HARDWARE MODELS
- AVAILABILITY FOR ON-CALL ROTATION DURING NON-BUSINESS HOURS
- POSSIBLE STATEWIDE TRAVEL, AS REQUIRED
- OTHER DUTIES AS ASSIGNED